

Service Definition Document

Cloud Digital, AI, Literacy & User Training

Supplier	Francioni Limited
Service ID	FRAN-AILIT-012
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

A tailored service designed to help public sector staff transition from legacy systems to modern cloud-based platforms. We provide hands-on training programmes, role-specific learning modules, and ongoing support to maximise software adoption, improve digital confidence, and ensure teams can effectively use new tools from day one.

2. Service Features

- Tailored curriculum for diverse public sector staff roles
- Live interactive webinars by UK digital transformation experts
- Role-based training modules for departmental requirements
- Gamified learning paths for high engagement
- Progress tracking dashboards for management oversight
- Interactive Q&A sessions for workflow challenges
- Post-training assessments to certify user competency
- Custom documentation branded for government departments
- Live workshops promoting engagement and debate
- Flexible delivery: remote, on-site, or hybrid options

3. Service Benefits

- Increases staff confidence adopting cloud-based workflows
- Reduces internal IT support tickets significantly
- Ensures high ROI on government software licenses
- Accelerates successful migration from legacy systems
- Boosts employee retention through skills investment
- Minimises security risks through best practices training
- Promotes culture of innovation and improvement
- Enhances organisational agility during digital transformation
- Drives consistent platform adoption across offices
- Improves public service through efficient operations

4. Approach and Methodology

Discovery: We begin by understanding your organisation's current digital maturity, identifying skill gaps, and mapping training needs to specific roles and departments.

Curriculum Design: We develop customised learning modules aligned to your technology stack and operational requirements, incorporating government-specific use cases.

Delivery: Training is delivered through a blend of live webinars, self-paced e-learning, and hands-on workshops facilitated by experienced UK-based consultants.

Assessment: We measure learning outcomes through practical assessments and certifications, ensuring staff can demonstrate competency.

Support: Post-training support includes quick reference guides, helpdesk access, and refresher sessions to reinforce learning and address emerging questions.

5. Delivery Model

Remote-first delivery using industry-standard collaboration tools. On-site presence available within the UK when required (London at no extra cost, other locations at travel cost).

- Agile delivery with regular demos and feedback cycles
- Flexible engagement: full-time embedded, part-time, or project-based
- Knowledge transfer to your team throughout engagement

6. Security

- BS7858:2019 personnel screening for all staff
- Security Clearance (SC) available for eligible projects
- Cyber Essentials Plus certified organisation
- GDPR compliant data handling

7. Support

Standard support included with all engagements:

- Email response within 4 business hours (Mon-Fri, 9am-5:30pm UK)
- 30-day warranty on delivered code

Extended and Premium support tiers available - see Pricing Document.

8. Constraints

- Minimum engagement: 5 days
- Notice period: typically 2-4 weeks
- SC cleared staff: limited availability, confirm at call-off
- Services delivered in English

9. Contact

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